

The slide features a decorative background with vertical lines and orange circles. On the left, there are several vertical lines of varying thickness and colors, including a thin orange line, a wider light orange line with a fine grid pattern, and a thin dark orange line. To the right of these lines, there are four orange circles of different sizes arranged in a descending staircase pattern. The main title is centered on the page.

Violence in the Workplace Policy

Chancellor's Memoranda 44

THE GOAL

To eliminate or reduce exposure to conditions that lead to violence by implementing effective security devices and administrative work practices and any other control measures.



DEFINITIONS RELATED TO VIOLENCE IN THE WORKPLACE

○ Workplace:

- Is any location where the employee is, due to job requirements

○ Violence:

- Is any verbal, physical, or psychological threat or assault on an individual that has the intention or results in physical and/or psychological damage



TYPES OF VIOLENCE/THREATS

- Violence
 - Physical
 - Verbal
 - Psychological
- Threats
 - Veiled
 - Conditional
 - Direct



EXAMPLES OF VIOLENCE/THREATS

- Physical/Direct
 - E.g. hitting; other violent action
- Physical/Veiled
 - E.g. Unsigned notes saying “*do you really want to give me that poor performance evaluation?*” Or “*do you really want to stop my welfare check?*”



TYPES OF VIOLENCE/THREATS

- Verbal/Direct
 - *E.g. “I’ll get you /kill you, do harm to things important to you;”*
- Verbal/ Conditional
 - ***E.g. IF/THEN***” situations *“If you don’t give me a good performance evaluation or unemployment check, then you’ll regret it.”*
- Psychological/Veiled
 - E.g. innuendo; body language; silent phone calls/messages; use of threatening animals (large dogs, “pet” snakes etc.)



REPORTING

- All employees are required to report a violent incident to the appropriate person (supervisor, department head or campus police).



INAPPROPRIATE BEHAVIOR THAT SHOULD BE REPORTED

- Unwelcome name calling
- Obscene language
- Any other abusive behavior
- Intimidation through overt or veiled statements
- Physically touching another in an intimidating, malicious or sexually harassing manner, including such acts as hitting, slapping, poking, kicking, pinching, grabbing or pushing.



INAPPROPRIATE BEHAVIOR THAT SHOULD BE REPORTED (CONT.)

- ❑ Physically intimidating others including such acts as obscene gestures, “getting in your face.” fist shaking, throwing any object.



SOURCES OF VIOLENCE IN THE WORKPLACE

- Strangers
- Vendors
- Students
- Patients
- Co-workers
- Relatives



EFFECTS OF VIOLENCE IN THE WORKPLACE

- Physical Injuries
- Psychological/Emotional damage
- Interruption in business
- Increased costs
 - E.g. Increase in security measures
- Damage to public image



RISK FACTORS

- Working alone
 - E.g. night class instruction or working later hours
 - No means of communication
 - Isolated work areas
 - E.g. remote locations on campus or building
 - High-risk environments
 - E.g. Campus or a building
- Low staffing during peak times



RISK FACTORS (CONT.)

- Lack of employee training
- Lack of program implementation
- Financial responsibilities
 - E.g. Exchanging money, making deposits
- Nature of service or responsibility
 - E.g. Student's grades
- Unrestricted movement in the workplace
- Working late
- Working early
- Dealing with volatile people



SAFETY TIPS

- Be aware of your surroundings
- Know where your exits are
- Implement a “buddy system”
- Leave with keys in hand
- Consider workplace layouts
- Secure your workplace daily
- Move your vehicle if working late
- Escort all visitors/vendors in the workplace



SAFETY TIPS (CONT.)

- Maintain the ability to communicate with others
- Report all incidents
- Inform management of restraining orders
- Train all employees





EARLY WARNING SIGNS

PERSONALITY TRAITS OF PERPETRATORS OF VIOLENCE IN THE WORKPLACE

- Low self-esteem
- Low productivity
- Low impulse control
- Lacks empathy
- Social withdrawal
- Feelings of rejection
- Resists change
- Feelings of being picked on
- Easily frustrated
- Challenges authority



WHAT TO LOOK FOR?

- Obsessive behavior
- Increased absenteeism
- Chemical dependency
- Verbal threats or threatening actions
- History of discipline problems
- Depression and isolation
- Defensiveness



WHAT TO LOOK FOR? (CONT.)

- Emotional outbursts
- Interest in weapons
- Self-destructive behavior
- Affiliation with gangs





CONFLICT RESOLUTION

CONFLICT RESOLUTION

1. Do NOT get physical
2. Do NOT over-react
3. Do NOT take the challenge
4. Be a good listener
5. Know what is really being said
6. Give them space
7. Watch what you say non-verbally
8. Reference self-interest
9. Speak of consequences NOT threats





**STATE
GOVERNMENT
INTERVENTION**



LSUHSC-NO's VIOLENCE IN THE
WORKPLACE POLICY AND
PREVENTION PLAN IS CONTAINED
IN CHANCELLOR'S MEMORANDUM
44



POLICY STATEMENT

- ❑ LSUHSC-NO believes that their employees are the most valuable resource
- ❑ LSUHSC-NO employees safety and security are essential to carrying out their job responsibilities
- ❑ Every employee has a reasonable expectation to work in a safe environment free from overt or veiled threats and assaults



POLICY STATEMENT (CONT.)

- ❑ As a result of an increased incidence of violence in the workplace:
 - ❑ The Governor of Louisiana issued an executive order (MJF) 97-15 committing the Governor and the State of Louisiana to work toward a violence free workplace for all state employees.



VIOLENCE PREVENTION PROGRAM ELEMENTS

- ❑ The commitment of management and employees to promote a positive, respectful, and safe work environment that fosters employees' security, safety, and health
- ❑ Zero tolerance for the occurrence of violence, aggressive acts, verbal or nonverbal threatening behavior and harassment in the workplace.



ELEMENTS (CONT.)

- ❑ Eliminating and prohibiting acts or threats of violence, by or against employees at all work sites and wherever LSUHSC business is conducted.
- ❑ Minimize the chance of exposure of employees to violent, threatening, or harassing situations by implementing effective security measures, procedures and practices.



ELEMENTS (CONT.)

- ❑ Educate employees to increase their awareness about security , health and safety concerns and train them how to properly respond in the event that a violent, threatening or harassing situation occurs.



MAINTAINING A VIOLENCE FREE WORKPLACE

- ❑ Requires:
 - ❑ The commitment, involvement, and cooperation of management and all employees.
 - ❑ A unified approach toward implementation of the violence in the workplace policy will enable us to work in a safe environment.
- ❑ Employees who fail to adhere to this policy are subject to administrative disciplinary actions.



DOMESTIC VIOLENCE

- ❑ Employees who are victims of domestic violence and any other form of violence have the same rights, opportunities, benefits as all other employees.
- ❑ LSUHSC-NO is committed to nondiscrimination against victims of domestic violence in all aspects of our business and operations.



VIOLENCE IN THE WORKPLACE POLICY

First Priority:

- ❑ Establish a system for documenting violent incidents in the workplace.
- ❑ Statistics are essential for the nature and the magnitude of workplace violence in a given workplace and quantifying risk.
- ❑ These statistics can be used to assess the need for action to reduce or mitigate the risks for workplace violence.



TAKE ALL THREATS SERIOUSLY!

Notify campus police if you are ever in a dangerous situation.

Please call one of the numbers for help below.

- University Police: 504-568-8999
- Local Police: 504-821-2222

